

## **SECURE MEMORY CARE UNIT**

### **DISCLOSURE OF SERVICES DETAILED ATTACHMENT**

**This attachment is used to supplement the designed DSHS 10-351 form that Assisted Living facilities are required to use. This attachment flows with the form as you read through it.**

**Any exceptions to this disclosure must be approved by the Director of Nursing and specifically outlined in the occupant's Negotiated Service Agreement.**

## SERVICES / CARE

### **A - ACTIVITIES**

A monthly newsletter and calendar of scheduled activities are distributed and are also available for review on our website.

Structured activities are offered throughout the day to serve a variety of occupant needs and preferences.

Programming includes music, arts, crafts, exercise, social as well as many other pastime activities.

### **B - FOOD AND DIETS**

**Weekly menus** distributed facility wide, and the daily menu can be viewed on the information TVs. Menus are designed to allow occupants to choose between items being offered that day.

- **THICKENED LIQUIDS:** Are not offered.
- **FOUR DIETS OFFERED:** Evergreen only recognizes those diets indicated in the Disclosure Statement
  - Regular: Diet with no restrictions
  - Mechanical Diet: Designed for people who have problems chewing and swallowing. We will chop or grind your food or offer food that breaks apart without a knife.
  - NAS (No Added Salt): A very mild sodium restriction in which the saltshaker is removed from the table. All foods from the regular diet are included.
  - Consistent Carbohydrate: Consuming a consistent carbohydrate intake throughout the day is a key component to managing diabetes mellitus to attain and preserve blood glucose and lipid goals.

The following diets are not offered; however, we may assist the person with achieving their desired diet with those diets annotated “\*”.

- \*High or Restricted Calorie diets: For weight loss or weight gain conditions.
- DASH Diet (Dietary Approaches to Stop Hypertension): Emphasizes fruits, vegetables and whole grains while limiting saturated fats, high-fat dairy and sweets. Inherently low in sodium.
- Gluten-free diet: For individuals with celiac disease or gluten sensitivity and excludes foods contain gluten, such as wheat, barley and rye.
- Pureed diet: All foods blended to a smooth, pudding-like consistency that requires no chewing
- Renal diet: For individuals with chronic kidney disease that restricts foods high in sodium, potassium and phosphorus to reduce the workload on the kidneys. Normally a licensed dietitian will tailor this diet to the individual's specific stage of kidney disease.
- \*Vegetarian diet: Choice of a variety of healthy plant-based foods.
- Vegan strict diet: Abstain from eating meat, fish, eggs, dairy products and any other animal-derived substances.

Evergreen will not special-order food items or special requests that are only used by one or a limited number of people. This prevents food waste and excessive costs.

## **C – ARRANGING HEALTH CARE APPOINTMENTS**

Residents/Representatives must inform the nursing office of all healthcare appointments. This ensures all necessary paperwork and/or information can be gathered in advance for the medical provider to review.

Evergreen will provide assistance with scheduling and arranging transportation to health care appointments as needed.

It is the resident's and/or representative's responsibility to provide previously arranged appointment information to our Evergreen staff.

## **D – COORDINATING HEALTH CARE SERVICES**

Residents and/or their representatives agree to provide facility staff with after visit summaries, progress notes, medication/treatment orders or any other pertinent health information for coordination and continuity of care.

## **E & F - HOUSEKEEPING, LAUNDRY & LINEN SERVICES**

Housekeeping, laundry & linen services are accomplished free of charge. Individual laundry is not washed with other's laundry or facility owned items, so your laundry is washed and dried independently from others.

Area rugs, large comforters, afghans, quilts, and drapes are not part of this free service. There is a fee associated with us cleaning these items if we feel safe to do so.

Evergreen makes reasonable attempts to search for items left in pockets or entangled in clothing and linen; however, we are not responsible for damage to those items that are not found and are then laundered.

Soiled laundry must be stored in a leak proof enclosed container with a lid that is provided by the occupant within their apartment to help prevent unwanted odors. Occupants are encouraged to mark their clothing and personal linen with their name using a permanent marker.

Occupants need to have 2 sets of linens, so that one set can be washed while the other set is placed on the bed.

Families who desire to do the occupants' laundry can use any of the laundry facilities at no charge. To avoid damage to the facility from spills, bleach products are not permitted inside the facility.

To ensure occupants have clean clothing, Evergreen reserves the right to launder an occupant's laundry if they are running out of clean clothing.

## **ASSISTANCE WITH DAILY TASKS**

### **A - BATHING / SHOWERING**

Bathtubs are not found in our facility and shower stalls vary in size and style. Shower wands or cords may be installed by our staff, if provided by the occupant.

One-person physical assistance is offered when the Registered Nurse (RN) determines it is safe for the occupant and staff. The occupant's mobility, weight, size and cognitive ability will be considered.

Bed baths or total bathing requirements can be obtained from an outside healthcare agency at the occupant's own expense. Evergreen may provide this service for a temporary 14-day duration.

## **B - TOILETING / INCONTINENCE**

One-person physical assistance is offered when the Registered Nurse (RN) determines it is safe for the occupant and staff. The occupant's mobility, weight, size, and cognitive ability will be considered.

Incontinent supplies are considered personal property and will be stored in the occupant's apartment.

Toilet paper is provided to all occupants free of charge.

## **C – TRANSFERRING**

Staff may use a gait belt for transfers, if deemed necessary for safety.

All transfer assistive devices (such as bed canes, bed rails, grab bars, transfer poles etc.) must be approved by the facility and reviewed for safety prior to installation/bringing into the facility.

## **D - PERSONAL HYGIENE**

Denture assistance is provided to put in or remove and with the safe storage of these items, if requested.

Assistance with shaving and/or filing of nails, if not contraindicated by medical provider or Registered Nurse or current health condition (e.g. diabetes or use of blood thinners, etc.). If contraindicated, community will assist in coordination of needed services.

Beauty Shop services can be obtained through the 1<sup>st</sup> floor independent contractor for such services. Prices for their services are negotiated with them directly and they bill for this service independently of Evergreen. A family member or representative will be required to accompany the occupant on these appointments.

Item #6 – Occupants must provide all personal hygiene products.

## **E - EATING / DINING ROOM / APARTMENT TRAY DELIVERIES**

Item #1 – Offered for up to 14 days, if you need temporary assistance.

Item #2 - Per negotiated service plan on a case by case basis.

Item #3 - In general, tray service can be provided to an occupant who is ill or recuperating from an illness for up to 3 days.

Residents needing feeding assistance on a routine basis will be considered on a case by case basis, must be approved by the administrator and outlined in the Negotiated Service Agreement.

Guest meals may be offered to friends and families if prearranged with the front office. A guest meal fee will be collected at the time of the service or will be charged to the occupant's account. Large parties can be disruptive to other occupants and are not permitted within the secure unit dining room.

## **G – MOBILITY**

Assistive devices such as canes, walkers and wheelchairs can be used, all devices used must be reviewed by facility staff for safety

Item #2 - We will assist with pushing your wheelchair for mobility from place to place within the community and on outings.

No electric/power ambulation devices are permitted for the safety of all residents.

**People do fall**, regardless of our living arrangements. With each fall we attempt interventions with the goal to reduce the likelihood of falls and reduce potential injuries. When Evergreen has exhausted all possible interventions to stop falls, we may progress toward a 30-day discharge notice to another facility that may assist you with your safety.

## **INTERMITTENT NURSING SERVICES**

### **DIABETIC MANAGEMENT:**

Nursing Assistants can assist an occupant in reading a glucometer and with verifying the dosage of an insulin pen.

When delegated by the facility RN, Nursing Assistants may perform CBG checks and assist with insulin injections

### **WOUND CARE**

For minor first aid needs, community staff will assist resident with cleaning and applying an adhesive bandage.

Item #A.3 - For wounds that are stable and predictable, depending on frequency of treatment order community RN may provide routine treatment.

Wound care for a stage 2 pressure ulcer wounds or that are complicated will require coordination of specialty care with an outside agency (e.g. Home health or wound care nurse).

Multiple stage 2 wounds, any stage 3 or higher category wounds or deep tissue injuries will be evaluated on a case-by-case basis to determine if the occupant may be accepted or will be require the occupant to seek other living arrangements or the assistance of an outside healthcare agency to take care of the wound.

Item #A.4 - Exceptions may be made on a case-by-case basis with prior approval of facility Administrator.

### **RN STAFFING:**

Evergreen does have an RN on call during non-office hours.

## **HELP WITH MEDICATIONS**

Item B - Depending on the frequency of the order, service may be provided by a community licensed nurse. Acceptance/retention will be at the community management discretion.

Item C = We will assist you with administering of your own routine Insulin

PharMerica is our designated community pharmacy. PharMerica is a pharmacy for long-term care facilities, and they are senior-focused and experienced in providing safe, customized, and consistent medications. PharMerica delivers services to several long-term care facilities in our valley.

Evergreen uses PharMerica because they provide compliance packaging for the community, and they integrate with our Electronic Medication Administration Record (EMR) system

Your pharmacy of choice will be considered during your initial nursing assessment for potential admission to Evergreen. Private pay occupants who refuse to use PharMerica will be charged a monthly reoccurring fee for this choice due to the increased staff hours associated with using a different pharmacy. **Veterans:** This will not affect our veterans that use the VA to obtain their medications

Occupants who use another pharmacy of their choice who then fail to provide ordered medications on time as needed will require Evergreen to obtain these medications through PharMerica. The occupant will be responsible for paying this bill.

All medications, even common over the counter (OTC) medications, require a written provider's order that is kept in our files before it can be stored or used by the occupant.

The RN may offer Nurse Delegation if all parties agree to the service and are willing and capable of performing such services.

Medications, ointments, injections, or treatments that can only be administered by a RN may be offered only if the RN has assessed that they are able to provide this service safely and that the service is temporary (14-day period) in nature.

### **FAMILY ASSISTANCE WITH MEDICATIONS SERVICES**

Evergreen may allow occupants and families to assist with obtaining medications and supplies; however, a signed written plan is required prior to admission that outlines a primary and secondary responsible person to complete these tasks. Part of this written plan is an agreement that Evergreen will revoke the written plan if we fail to obtain the needed medications and supplies in a timely manner and that

Evergreen will obtain the needed medications through their community pharmacy at the occupant's expense

Only two local pharmacies (Wasems and Tri-State Owl) will deliver medications to Evergreen.

### **CARE FOR RESIDENTS WITH DEMENTIA, DEVELOPEMENTAL DISABILITES OR MENTAL ILLNESS, PAGE 6**

Past and present potential harmful behaviors to self or others will be reviewed during an admission assessment and then on a reoccurring basis to ensure that we can meet the person's or occupant's needs safely.

Reoccurring acts of violence toward occupants and/or staff are difficult situations that may result in the facility seeking other living arrangements for the occupant. Evergreen will attempt reasonable accommodations to include one-on-one supervision by outside family members or other healthcare agencies.

### **TRANSPORTATION SERVICES**

Evergreen will physically assist with transportation to and from medical appointments that are held on the Tri-State medical campus. A family member or an occupants' representative must be present to accompany the occupant to the appointment and remain with the occupant during the appointment. Evergreen will not provide a dedicated staff member to stay with the occupant during healthcare provider visits

We can assist with arranging for off-site appointments through local transportations agencies. Such agencies may charge a fee for their service and often require you to complete a screening application prior to using their services.

Staff will not use their private vehicles for occupant transportation.

### **ANCILLARY SERVICES**

Evergreen doesn't employ professionally licensed social workers. Such services are available at the occupant's expense from an outside agency.

Religious group services are documented on our activities calendar. Some religious communities do come in and visit their parishioners.

### **SERVICES RELATED TO SMOKING**

Evergreen doesn't allow smoking of tobacco, electronic cigarettes, vapes, cannabis/marijuana or illegal drugs in the facility or on Evergreen or the Tri-State Medical Campus outside grounds.

Evergreen doesn't allow for the storage of smoking materials in the building or its grounds.

Evergreen doesn't allow for the use of chewing tobacco in the facility.

Evergreen will take into consideration if you are actively smoking or trying to stop during its nursing pre-admission assessment.

### **MEDICAID SUPPORT**

Evergreen's Secure Memory Care Unit is a Private Pay entity. Evergreen does not accept WA State Medicaid payment for an occupant's stay within our Secure Memory Care Unit. Evergreen will not retain an occupant who converts to WA State Medicaid.

The occupant, family members, or occupant's representative must be vigilant to allow ample time to find another facility that does take WA State Medicaid payments, if this becomes a necessity.

### **SECURITY SERVICES**

Facility exit keys are not issued to occupants or their families. The main front doors are unlocked in the morning by staff and then locked again at dusk. All other exit doors are locked continually. Individuals should be aware that dusk varies depending on the season.

If the doors are locked individuals can request entrance by ringing a doorbell that is found mounted to the wall or doors outside the building. Occupants also can purchase a door reader card that allows them immediate access without using the doorbell.

Occupants are issued 2 free sets of keys for their individual apartment door and mailbox. Additional keys and replacements can be made if needed, at a cost billed to the occupant.

### **SCOPE OF LICENSED SERVICES**

**OXYGEN USAGE:** Occupants will need to arrange for the delivery of all oxygen tanks, concentrators and/or supplies with a local agency. Oxygen tanks must be stored in a tip proof device that can be provided by the oxygen provider. Oxygen in use signs will be posted on the outside of the resident's apartment door.

**HEARING AIDE ASSISTANCE:** If the occupant desires assistance with hearing aids, we do help with placing them in and out of the ear and with the storage of them. Occupants are encouraged to mark their hearing aids to help with identifying them.

Repairs, cleaning, and replacement batteries are at the expense of the occupant; however, we do assist with replacing batteries. A local agency may come into the facility monthly that offers cleaning and service hearing aids.